Broadband Provision

A wireless system has been installed in most of the larger properties to enable students to access broadband internet computing facilities. This is provided as part of the residence package. It is supplied and managed exclusively by a local private company. The University's computing services are not involved in this service, so please contact the Accommodation Office regarding faults..

The service will enable you to check your e-mail and connect to the World Wide Web to aid you with your studies, in doing research and appropriate coursework. Connecting to illegal web-sites, gaming, streaming or down-loading of material is not permitted and the ISP reserves the right to withdraw the service if data limits are exceeded.

Regulations governing the use of computer facilities are published at:

Short version: www.hull.ac.uk/computing/downloads/computing_regs.pdf

Full version: www.hull.ac.uk/computing/downloads/computing_regs_full.pdf

Wireless Broadband User Guide for students resident in Head Leasing Houses of the University of Hull@Scarborough

(Continental lodge, on a cabled system, appear further on)

The Service Provider: Care Micro Systems Limited

Service Provided: An estimated maximum 2Mb 50:1 ADSL service using wireless ADSL Modem/Wireless Routers and Wireless Repeaters. Further important details of the service are provided in Appendix 1

Preparing Your Laptop or PC

Systems Specifications

Your PC or laptop must be running Windows XP Professional, Windows XP Home Edition or Windows 2000 Professional, installed with latest Microsoft Service Packs and updated with Microsoft patches and hot fixes. PC's or laptops installed with Windows 98 or Windows 98SE will not be supported by Care Micro Systems Ltd (hereafter referred to as CMSL).

Wireless Network Adapters

To be able to connect to the wireless network your laptop or PC will need a wireless network adapter. Most modern laptops will already have an integrated wireless adapter which may be checked using the manufacturer's manuals. However, PC systems are unlikely to have an integrated wireless adapter. USB wireless network adapters are simple to install and the aerial can be positioned to optimise the wireless signal in your room.

When installing your chosen wireless network adapter please follow the manufacturer's instructions and contact their support Help Desk if you require specialist advice.

Suitable wireless adapters recommended and supplied by Care Micro Systems include:

System	Manufacturer	Part Number	Typical Retail Cost	Suppliers
PCMCIA	Buffalo	WLI-CB-G54HP-3	£47.00 inc vat	Insight*

USB	Buffalo	WLI-U2-KG54-AI	£29.38 inc vat	Insight*
PCI	Buffalo	WLI-PCI-G54S	£31.73 inc vat	Insight*

- http://uk.insight.com/index.php

Anti Virus & Spyware Protection
Your laptop or PC system should be protected with anti virus and anti spyware software and updated to the latest definitions files. If you need to install or renew your anti virus or spyware protection, please visit www.download.com to obtain a free of charge package such as AVG for anti virus or Spybot or Ad-Aware for spyware protection.

Firewall Protection
If your system has a software firewall as integrated with Windows XP or a third party firewall product please check that the firewall is turned on.

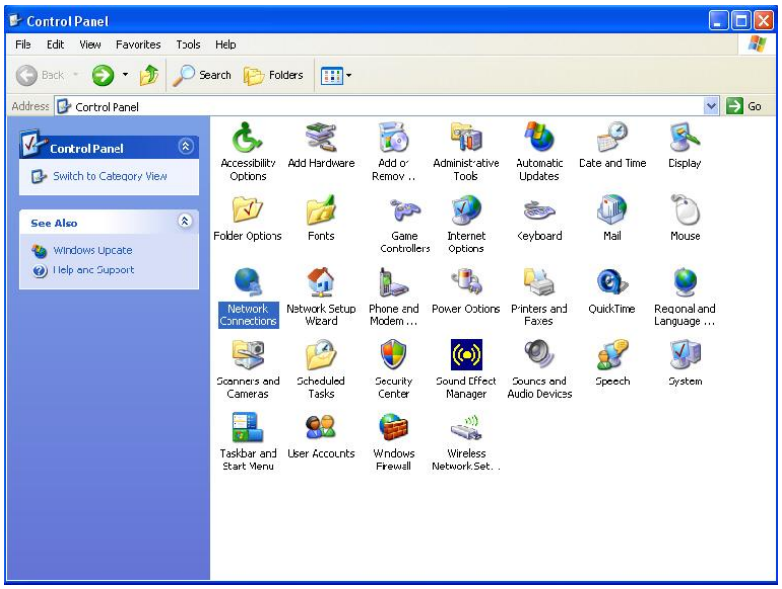
If your system is running Windows 2000 Professional than a personal firewall should be installed prior to connection to the wireless network. Free to download firewalls are available from www.download.com and free firewall products include Panda firewall.

Connecting Your System

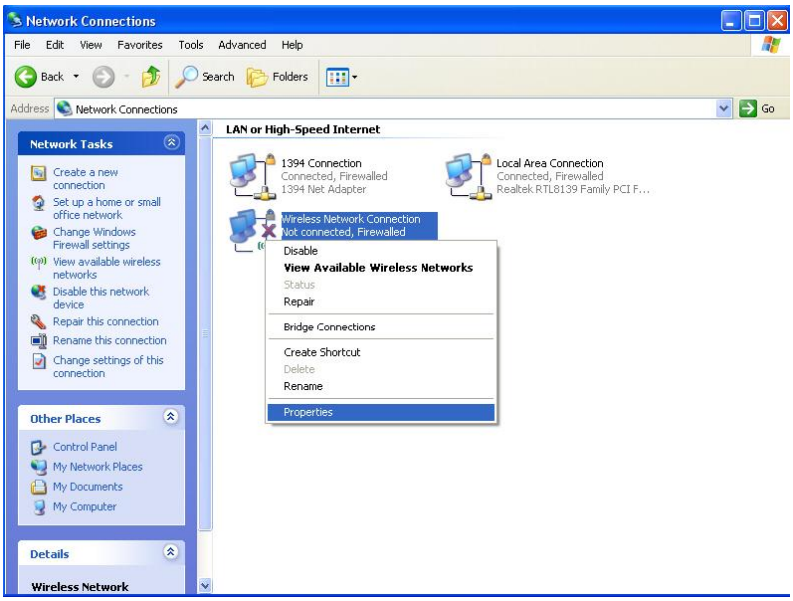
It is important to record any settings which you may change in the following windows because these may form part of your connectivity settings for use at home or with other networks and you may want to restore these settings at some later date.

To connect to the wireless network, follow these steps. Please note this set of instructions is produced with the **Start** menu and **Control Panel** set to Classic View.

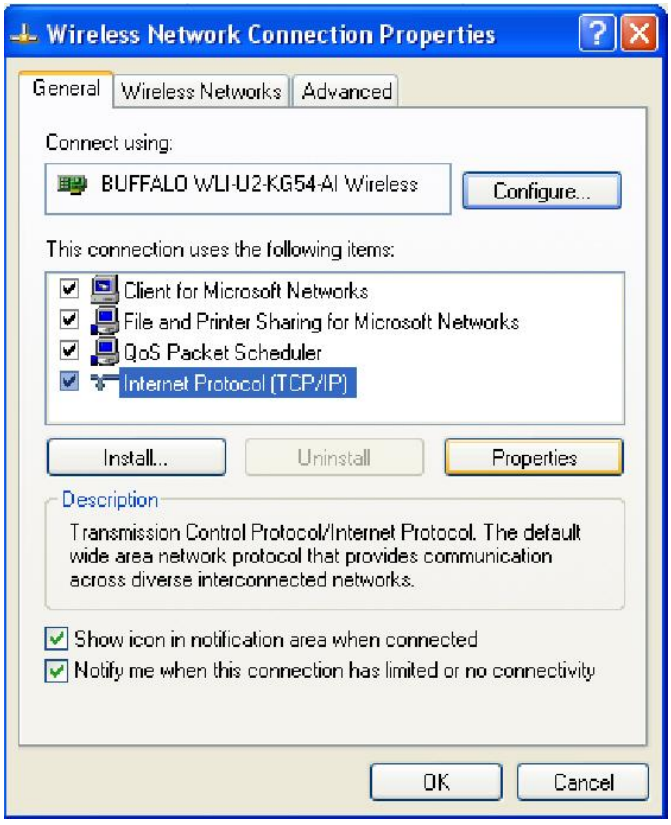
Navigate to the **Control Panel** by clicking **Start – Settings – Control Panel**. Once the **Control Panel** is selected double click on the **Network Connections** icon.



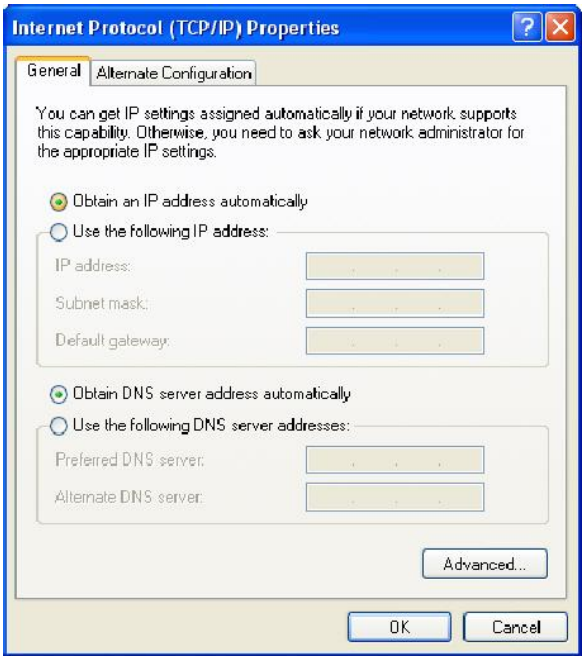
The next screen shows the computer interfaces and, assuming that your wireless network adapter is installed correctly, highlight this device, right click and select **Properties**.



Now highlight **Internet Protocol (TCP/IP)** and click **Properties**



Please ensure that **Obtain an IP address automatically** and **Obtain DNS server address automatically** are selected

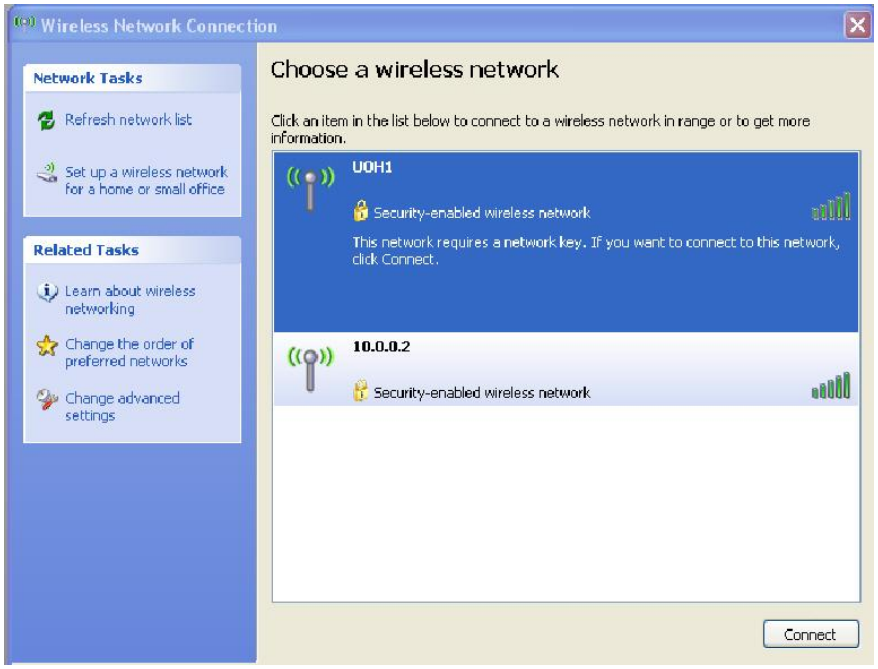

Internet Protocol (TCP/IP) Properties
General
Alternate Configuration
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.
Obtain an IP address automatically
Use the following IP address:
IP address:
Subnet mask:
Default gateway:
Obtain DNS server address automatically
Use the following DNS server addresses:
Preferred DNS server:
Alternate DNS server:
Advanced...
OK
Cancel

Click **OK** to save the settings on all of the above windows in turn which will return you to back to your desktop.

Windows will start to detect the wireless network and a message **Wireless networks detected** bubble should appear on your system tray. Double left click this icon.

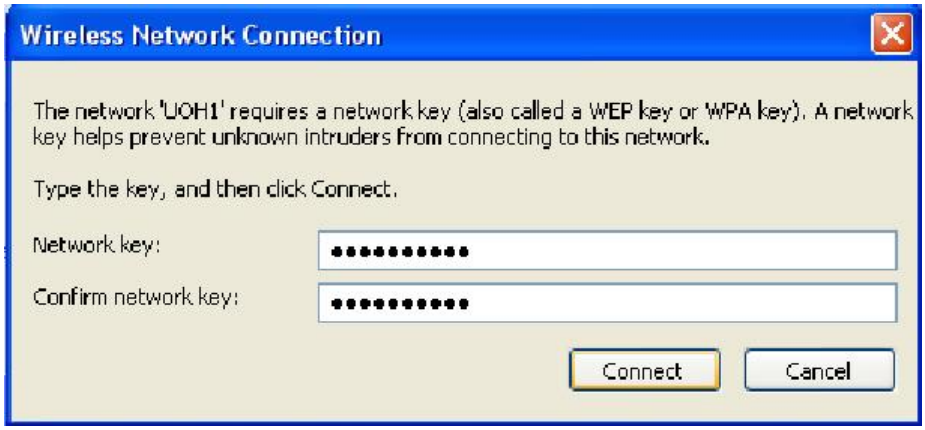
Wireless networks detected
One or more wireless networks are in range of this computer.
To see the list and connect, click this message
16:14

As wireless networking is a very popular method of networking you may see a number of wireless networks appearing in the following window which is normal.


Wireless Network Connection
Network Tasks
Refresh network list
Set up a wireless network for a home or small office
Related Tasks
Learn about wireless networking
Change the order of preferred networks
Change advanced settings
Choose a wireless network
Click an item in the list below to connect to a wireless network in range or to get more information.
UOH1
Security-enabled wireless network
This network requires a network key. If you want to connect to this network, click Connect.
10.0.0.2
Security-enabled wireless network
Connect

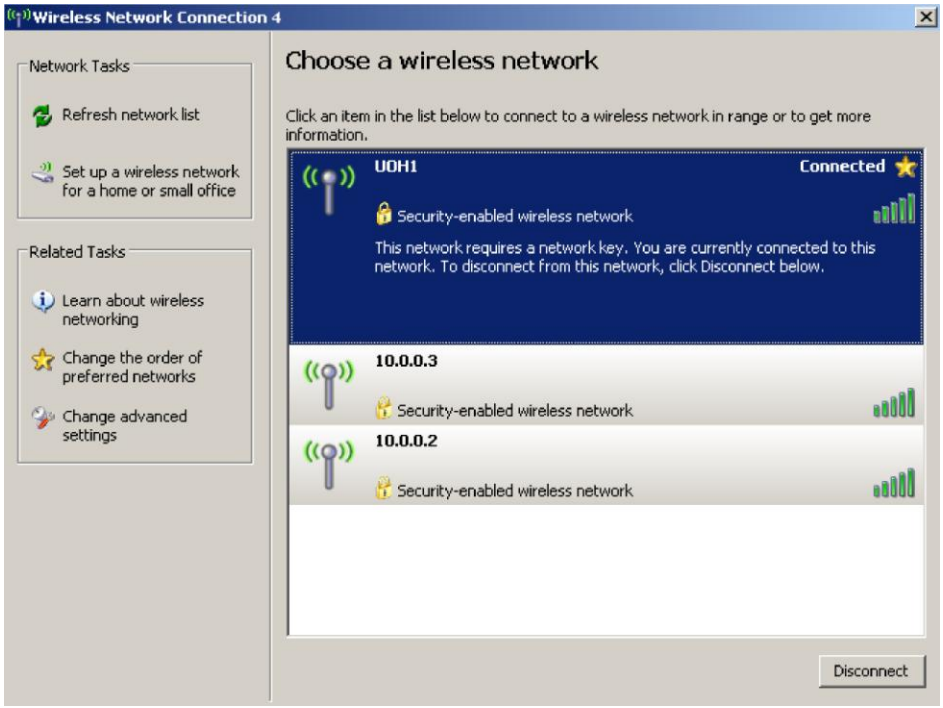
Your wireless network SSID (Service Set Identifier - this is the name of the wireless network, ie UOH1 or UOH2) has been configured as UOH1 for all properties (with the exception of Carlton House, 8-9 Crown Terrace and Attenborough House, which have a second but separate SSID identified as UOH2). You should ignore any other wireless networks which may appear in this window.

Double click on the highlighted **UOH1** window (or, for the larger houses referred to above, the **UOH2** window, depending on which wireless service has the highest quality signal, as represented by the rising green level meter to the right of each detected wireless network).


Wireless Network Connection
The network 'UOH1' requires a network key (also called a WEP key or WPA key). A network key helps prevent unknown intruders from connecting to this network.
Type the key, and then click Connect.
Network key:
Confirm network key:
Connect
Cancel

Enter the WEP network key **C3BF037F66** carefully and confirm by typing the same code again. Click on the **Connect** button.

If the network has successfully connected the window below will appear and you may close this window down.


Wireless Network Connection 4
Network Tasks
Refresh network list
Set up a wireless network for a home or small office
Related Tasks
Learn about wireless networking
Change the order of preferred networks
Change advanced settings
Choose a wireless network
Click an item in the list below to connect to a wireless network in range or to get more information.
UOH1
Connected
Security-enabled wireless network
This network requires a network key. You are currently connected to this network. To disconnect from this network, click Disconnect below.
10.0.0.3
Security-enabled wireless network
10.0.0.2
Security-enabled wireless network
Disconnect

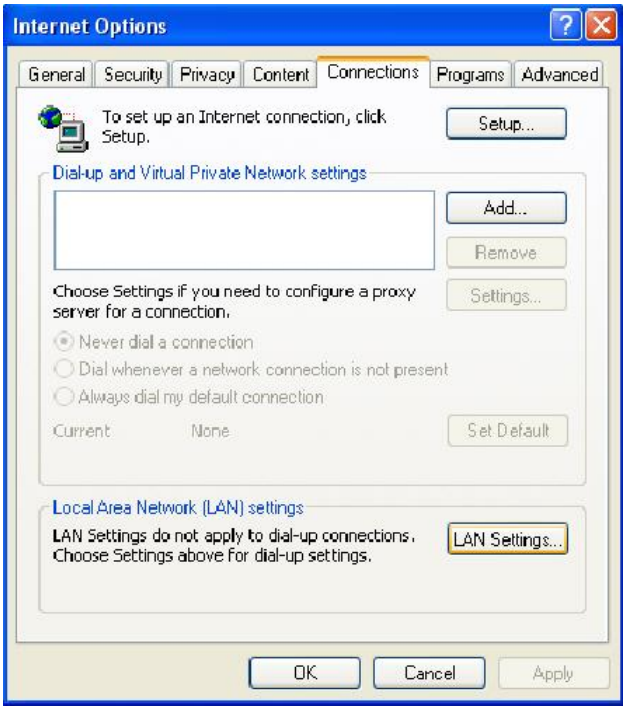
Control and status of the wireless network can be accessed by the wireless network symbol on the system tray at the bottom right hand side of your screen.

Provided that you have correctly set up the wireless adapter on your computer, you should then be able to access the internet. The network key which has been entered should not have to be re-keyed again. However, in the event of power loss or if the devices lose their settings then the keys may need to be re-entered.

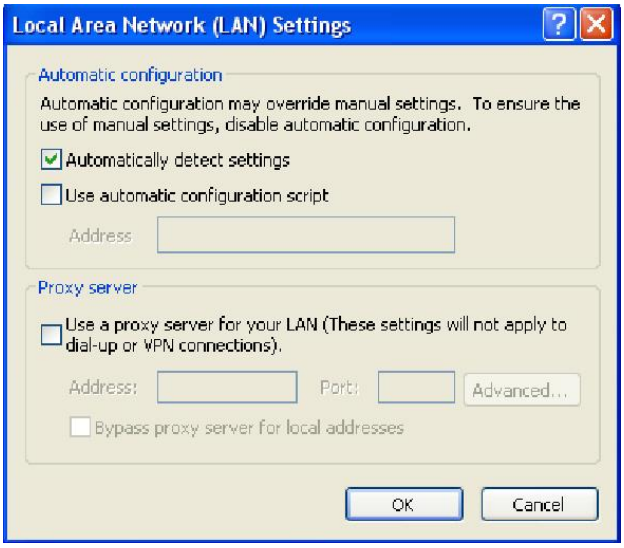
You should keep this network key to yourself to prevent other users from connecting to the wireless service and degrading the service.

Browser Setting
This section describes configuration of Microsoft Internet Explorer 6.

Navigate to the **Control Panel** by clicking **Start – Settings – Control Panel**. Once the **Control Panel** is selected double click on the **Internet Options** icon. Click on the **Connections** tab. If you have any icons in the **Dial up and virtual private network connections** box please ensure that '**Never dial a connection'** is selected.



Next click the **LAN settings** button and ensure that '**Automatically detect settings'** is selected and the all other option are unchecked.


Local Area Network (LAN) Settings
Automatic configuration
Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.
Automatically detect settings
Use automatic configuration script
Address
Proxy server
Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections).
Address:
Port:
Advanced...
Bypass proxy server for local addresses
OK
Cancel

Reporting Faults

Please report problems to the Accommodation Office at the campus on 01723 357349 (or call in at the Accommodation Office), using the standard fault reporting procedures. These will be relayed on to CMSL.

CMSL will only provide maintenance and support on faults relating to the wireless network and ADSL service faults, wireless equipment hardware faults and wireless configuration problems.

Care Micro System will be continually monitoring the status of the ADSL connection and associated wireless equipment and will respond to problems with the wireless equipment on an 8 working hour response, Monday to Friday. BT will normally respond to ADSL faults between 8 & 16 working hours however longer ADSL fault resolutions are not uncommon. Care Micro System has no control over the time to resolve ADSL faults.

Periodic procedures

In order to maintain the performance of your PC system or laptop, please ensure that your computer is updated and scanned regularly, to include:

Microsoft Updates	update.microsoft.com
AVG Anti Virus Software	www.grisoft.com
Spybot	www.spybot.org
Ad-Aware	www.lavasoft.com

Appendix 1

BT Analogue Line	Incoming and outgoing calls from these services are barred. However, 999 could be dialled in an emergency assuming a telephone was available.
ADSL Service	The service will provide an estimated maximum of 2MB download and 256Kb upload limited by the length and quality of the BT line, contention, the number of users attached to any one wireless router/repeater and the performance of the internet in general. The contention rate of the service is 50:1 which by definition is the standard used for home networks and shared by 49 other subscribers. Thus the overall download speed and upload could be reduced by a proportional amount.
Wireless Equipment	The wireless equipment installed is manufactured by Netgear. The equipment supports the 802.11b and 802.11g wireless standards and most modern PC and laptop systems will support these standards with the appropriate wireless network adapters. This equipment will support ADSL 2/2+ therefore offering future ADSL upgrades to 8Mb and 24Mb respectively.
Network Security	A firewall integrated within each router restricts inbound internet access.

Other security protocols in use are WPA/2 wireless protected access, WEP and MAC address filtering.

Download Restrictions

Packet filters disable Peer to Peer traffic and blocks illegal software / music downloads.

Fair Use Policy Cancellation or Suspension of Service

It is the responsibility of the students to exercise fair use. Care Micro Systems will monitor the rates of downloaded data at each property and should rates exceed 50Gb per month then action to constrain offending properties will be considered.

Care Micro Systems reserve the right to terminate any individual contract at a months notice if it is discovered that the ADSL service or wireless equipment installed is being maltreated.

Additional Charges

Care Micro Systems reserves the right to raise a charge for any incident resulting in expense over and above our day to day responsibilities in support of the ADSL service, hardware maintenance of wireless equipment and wireless configuration issues.

Cabled Broadband User Guide for students resident in Head Leasing Houses of the University of Hull@Scarborough

The Service Provider: Care Micro Systems Limited
Columbus House
77-79 Columbus Ravine
Scarborough
YO12 7QU

Service Provided: An estimated maximum 2Mb 50:1 ADSL service delivered via Cat 5E computer cabling to each bedroom. Further important details of the service are provided in Appendix 1

Preparing Your Laptop or PC

Systems Specifications

Your PC or laptop must be running Windows XP Professional, Windows XP Home Edition or Windows 2000 Professional, installed with latest Microsoft Service Packs and updated with Microsoft patches and hot fixes. PC's or laptops installed with Windows 98 or Windows 98SE will not be supported by Care Micro Systems Ltd (hereafter referred to as CMSL).

Network Adapters

To be able to connect to the network your laptop or PC will need a network adapter. Most modern PC's and laptops will already have an integrated network adapter which may be checked using the manufacturer's manuals supplied with your equipment.

When installing your chosen network adapter please follow the manufacturer's instructions and contact their support Help Desk if you require specialist advice.

Suitable network adapters recommended and supplied by Care Micro Systems include:

System	Manufacturer	Part Number	Typical Retail Cost	Suppliers
USB	D Link	DUB E100	£19.96 inc vat	Insight*
PCI	D Link	DGE 528T	£11.75 inc vat	Insight*
PCMCIA	D Link	DFE 690TXD	£23.50 inc vat	Insight*

- http://uk.insight.com/index.php

Anti Virus & Spyware Protection

Your laptop or PC system should be protected with anti virus and anti spyware software and updated to the latest definitions files. If you need to install or renew your anti virus or spyware protection, please visit www.download.com to obtain a free of charge package such as AVG for anti virus or Spybot or Ad-Aware for spyware protection.

Firewall Protection

If your system has a software firewall as integrated with Windows XP or a third party firewall product please check that the firewall is turned on.

If your system is running Windows 2000 Professional than a personal firewall should be installed prior to connection to the wireless network. Free to download firewalls are available from www.download.com and free firewall products include Panda firewall.

Connecting Your System

Each room is equipped with a small white wall mounted plastic box with a single network cable socket which terminates the cable network in your room.

When you arrive in your room a 3m length of red computer cable will be plugged into the socket and in turn you need to plug the free end in to your PC or laptop.

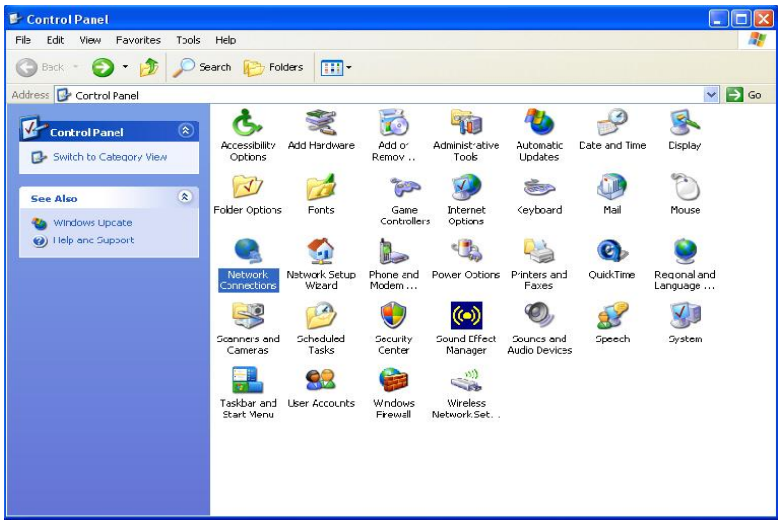
You may of course substitute a longer computer cable if you wish however please take care if changing cable as damage can be caused to the cable socket.

Now follow the procedures on the next few pages to connect to the network.

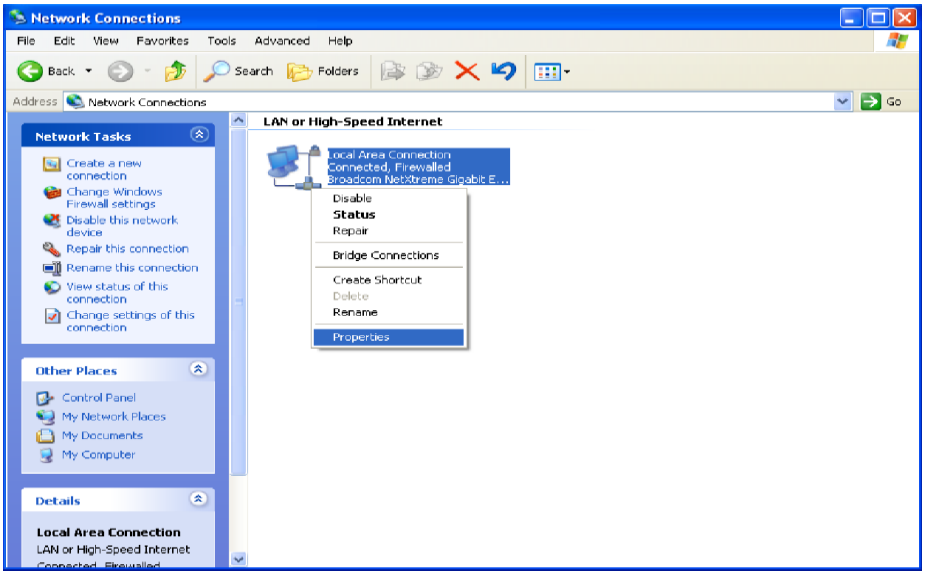
It is important to record any settings which you may change in the following windows because these may form part of your connectivity settings for use at home or with other networks and you may want to restore these settings at some later date.

To connect to the network, follow these steps. Please note this set of instructions is produced with the **Start** menu and **Control Panel** set to Classic View.

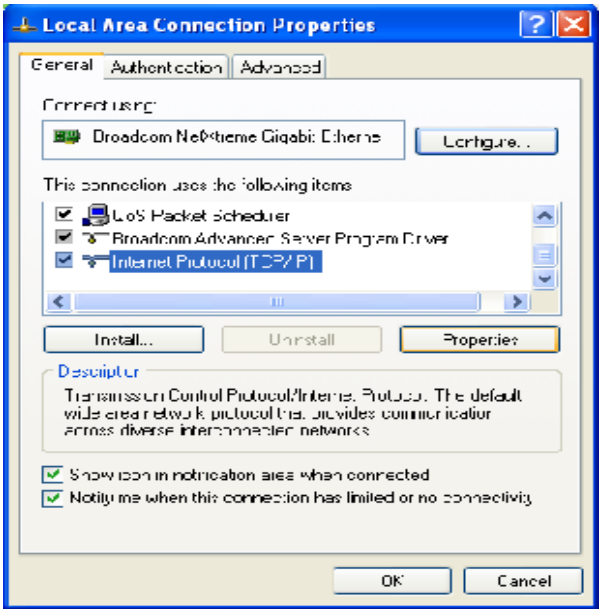
Navigate to the **Control Panel** by clicking **Start – Settings – Control Panel**. Once the **Control Panel** is selected double click on the **Network Connections** icon.



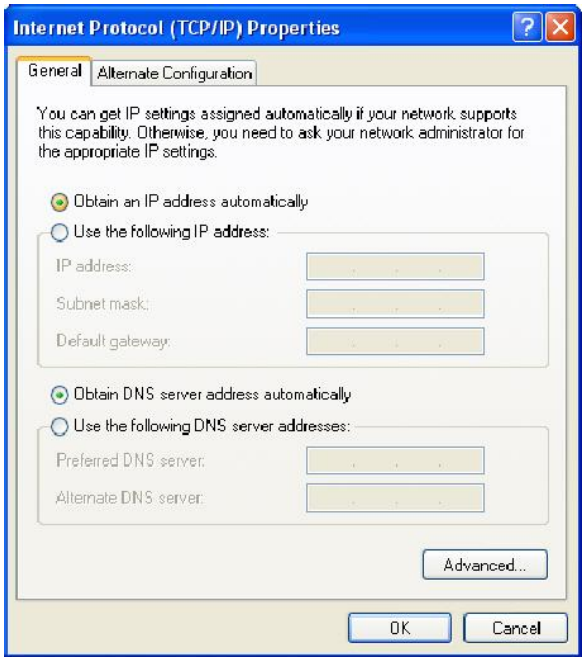
The next screen shows the computer interfaces and, assuming that your network adapter is installed correctly, highlight this device, right click and select **Properties**.



Now highlight **Internet Protocol (TCP/IP)** and click **Properties**



Please ensure that **Obtain an IP address automatically** and **Obtain DNS server address automatically** are selected


Internet Protocol (TCP/IP) Properties
General
Alternate Configuration
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.
Obtain an IP address automatically
Use the following IP address:
IP address:
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Default gateway:
Obtain DNS server address automatically
Use the following DNS server addresses:
Preferred DNS server:
Alternate DNS server:
Advanced...
OK
Cancel

Click **OK** to save the settings on all of the above windows in turn which will return you to back to your desktop.

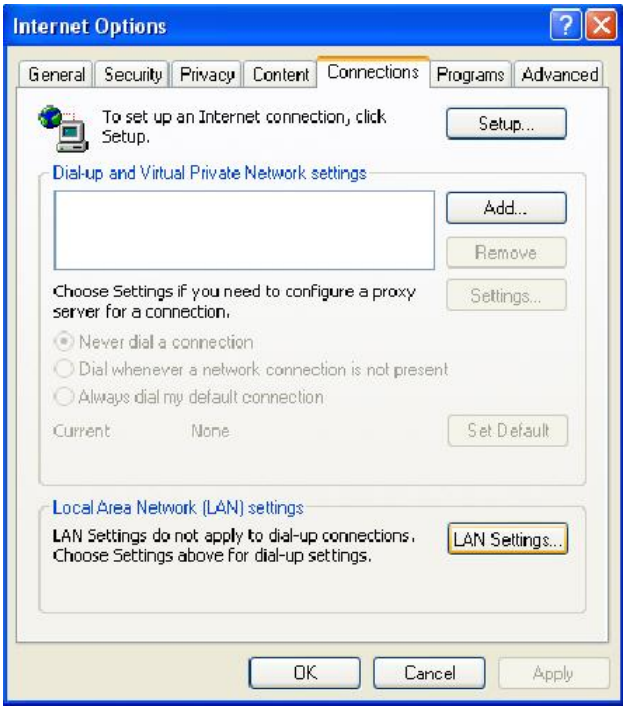
Control and status of the cable network can be accessed by the network symbol on the system tray at the bottom right hand side of your screen.

Provided that you have correctly set up the network adapter on your computer, you should then be able to access the internet.

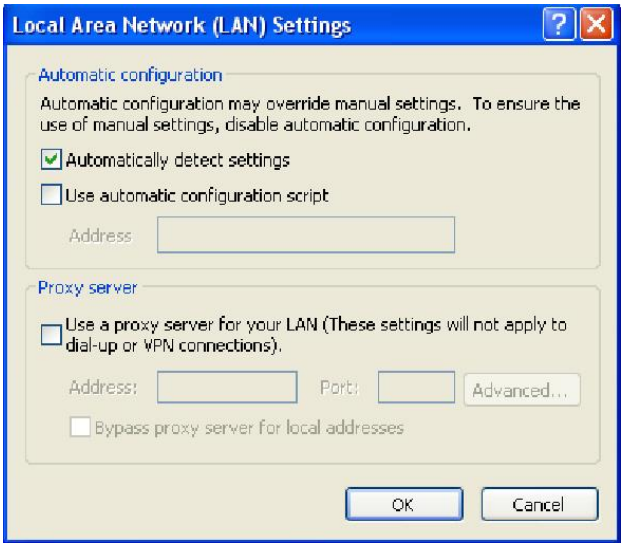
You should keep these network details to yourself to prevent other users from connecting to the broadband service.

Browser Setting
This section describes configuration of Microsoft Internet Explorer 6.

Navigate to the **Control Panel** by clicking **Start – Settings – Control Panel**. Once the **Control Panel** is selected double click on the **Internet Options** icon. Click on the **Connections** tab. If you have any icons in the **Dial up and virtual private network connections** box please ensure that '**Never dial a connection'** is selected.



Next click the **LAN settings** button and ensure that '**Automatically detect settings'** is selected and the all other option are unchecked.


Local Area Network (LAN) Settings
Automatic configuration
Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.
Automatically detect settings
Use automatic configuration script
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Proxy server
Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections).
Address:
Port:
Advanced...
Bypass proxy server for local addresses
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Cancel

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Network Equipment	The equipment installed is manufactured by D Link and Draytek. The equipment supports current network standards and most modern PC and laptop systems will support these standards with the appropriate network adapters. This equipment will support ADSL 2/2+ therefore offering future ADSL upgrades to 8Mb and 24Mb respectively.
Network Security	A firewall integrated within each router restricts inbound internet access.

Download Restrictions

Packet filters enabled within the ADSL router disable Peer to Peer traffic and blocks illegal software / music downloads.

Fair Use Policy Cancellation or Suspension of Service

It is the responsibility of the students to exercise fair use on their properties service. Care Micro Systems will monitor the rates of downloaded data at each property and should rates exceed 50Gb per month then action to constrain offending properties will be considered.

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Additional Charges

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